



Department  
of Health

# Risk Factors for High Utilizers of the Emergency Department Among Health Home Enrollees

May 30, 2018

# Whitepaper Distribution

- Whitepaper will be posted on the Health Home website:  
[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/performance/index.htm](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/performance/index.htm)
- Webinar will be posted on the Lead Health Home webpage under Topic: Performance Management  
[https://www.health.ny.gov/health\\_care/medicaid/program/medicaid\\_health\\_homes/webinars/index.htm](https://www.health.ny.gov/health_care/medicaid/program/medicaid_health_homes/webinars/index.htm)
- Both documents will be posted in Atrium

# Purpose/Goals

- Introduce and define Health Home High Utilizers of the Emergency Department
- Highlight differences between entire Medicaid population and Health Home utilization
- Identify risk factors that are associated with Health Home High Utilizers of the Emergency Department
- Discuss how results should be used
- Share future plans

# Initial Health Home Population

- Health Home enrolled members
- Removed dually eligible (Medicaid and Medicare) members
- Calendar years
  - 2013
  - 2014
  - 2015

# Emergency Department (ED) Utilization

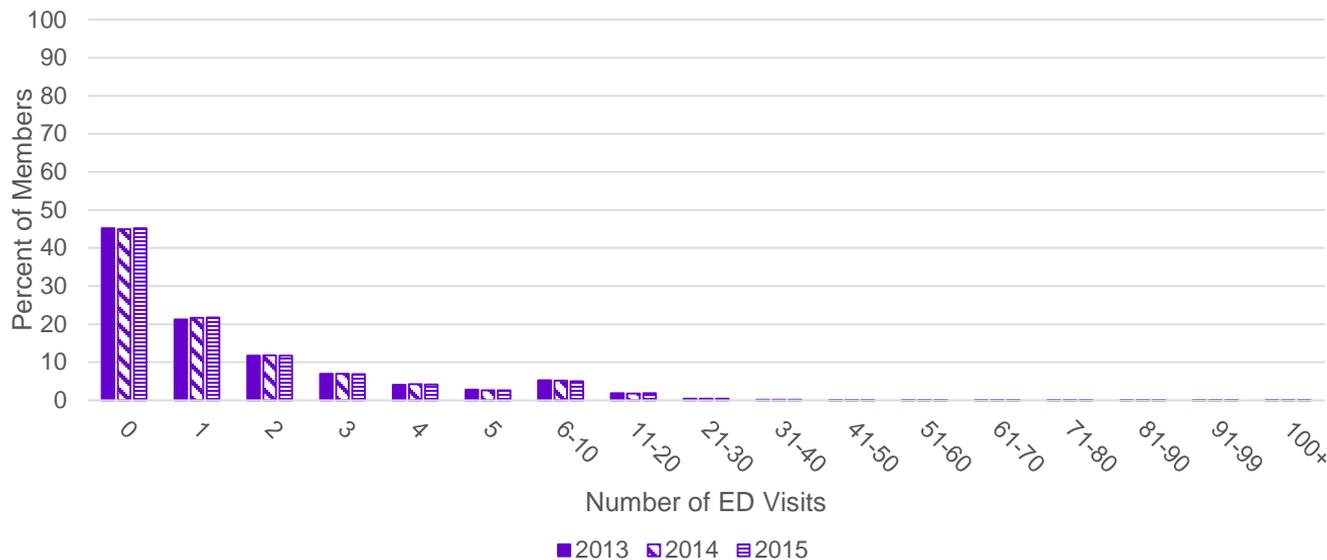
- ED utilization between Jan 1, 2013 and Dec 31, 2015
  - All ED utilization during the individual calendar year
  - Regardless of when a member was enrolled during calendar year
  
- Modified version of the Healthcare Effectiveness Data and Information Set (HEDIS) Ambulatory Care (AMB) measure
  - Mental health and substance use utilization included
  - HEDIS is a set of standardized performance measures, developed and maintained by the NCQA

# Medicaid vs. Health Home Utilization

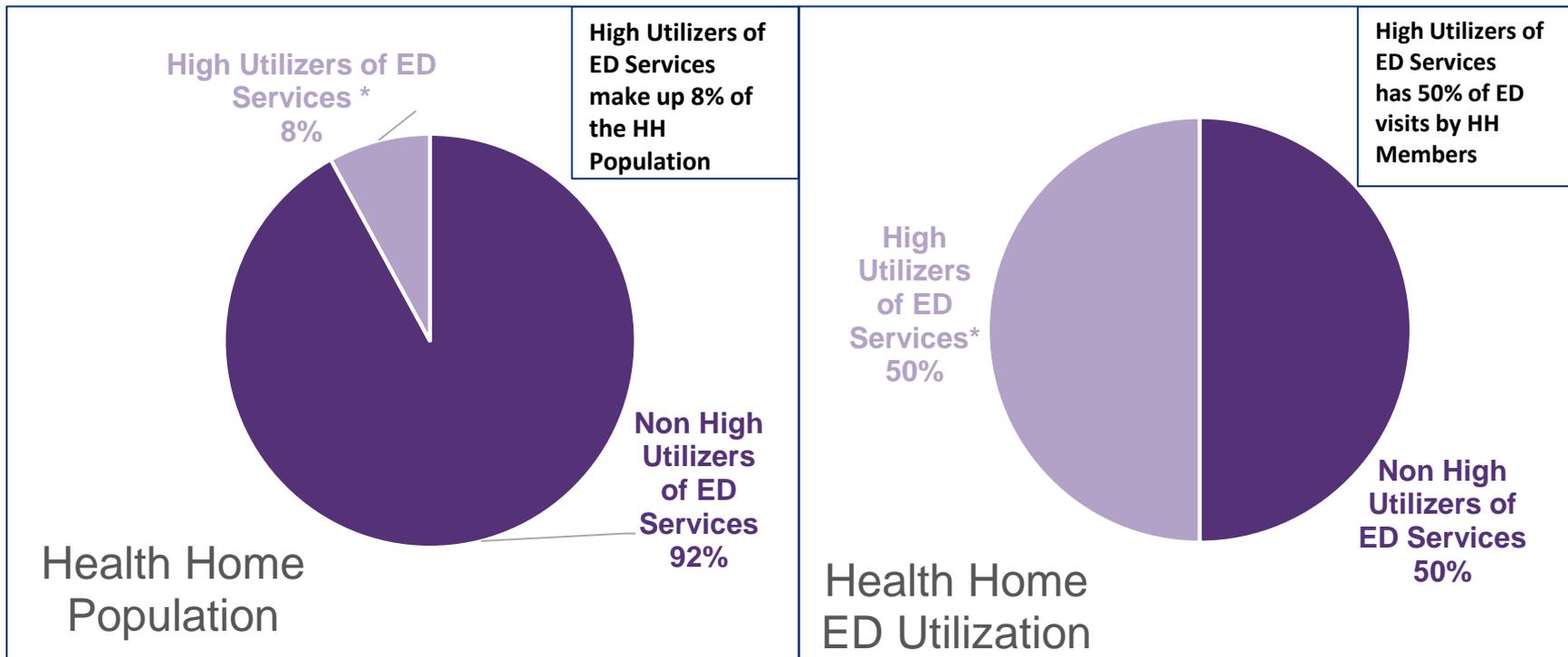
- Health Home ED rate slightly more than 3x higher than that of entire Medicaid population
  - Byproduct of successful targeting of complex individuals
  - Suggests Health Home members are in fact medically complex, high-risk enrollees

# Distribution of HH ED Use

- On average, 55% of HH members use the ED in any specific calendar year
  - Roughly 45% do not use the ED, compared to 70% in entire Medicaid population

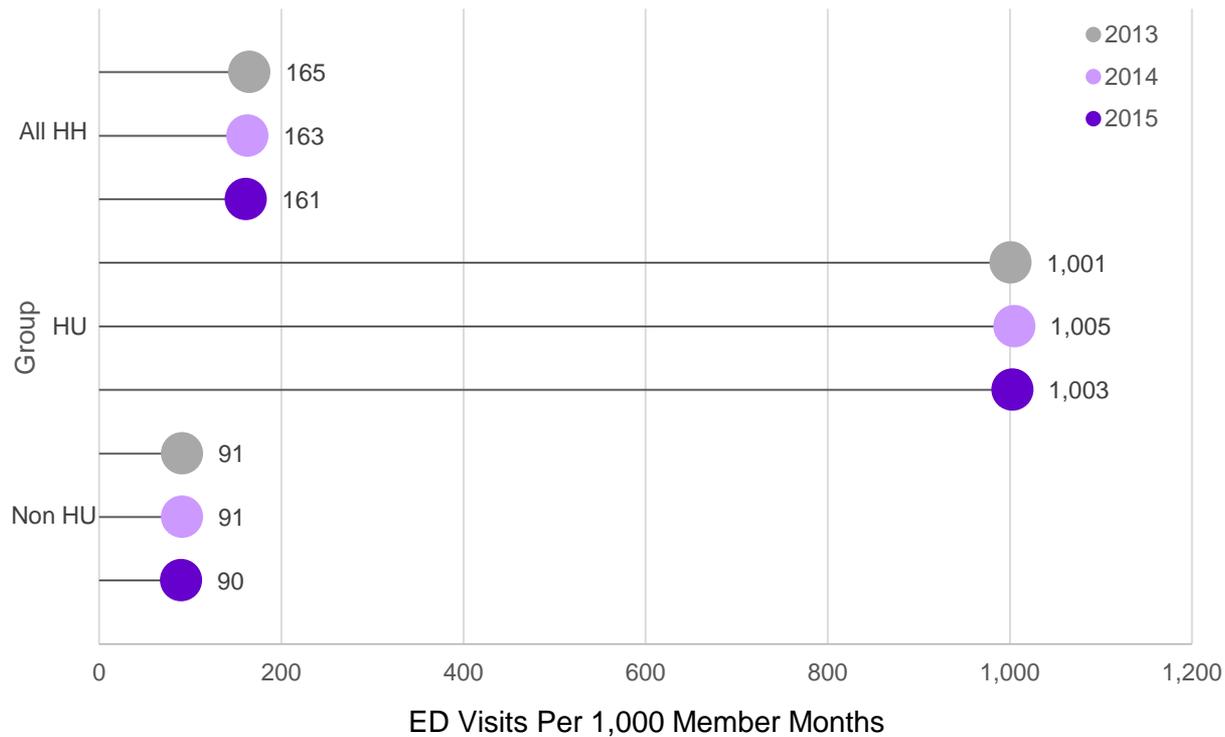


# Defining High Utilizers



\*6 or more ED visits in a calendar year

# ED Utilization Rates



# Factors Examined

Demographics	Populations of Interest	Utilization Factors
<ul style="list-style-type: none"><li>• Age</li><li>• Gender</li><li>• Location in NYS</li><li>• Region in NYS</li><li>• Race/Ethnicity</li><li>• SSI</li></ul>	<ul style="list-style-type: none"><li>• HIV</li><li>• Serious Mental Illness</li><li>• Substance Use Disorder</li><li>• Chronic only</li><li>• HARP enrolled</li></ul>	<ul style="list-style-type: none"><li>• Duration of continuous Health Home enrollment</li><li>• Inpatient utilization in the three months before an ED visit</li></ul>

# Odds of being a High Utilizer

- Used an odds ratio to explain association between being a high utilizer and the population characteristics

**Table 6: Health Home Odds Ratios for High Utilizers by Populations of Interest<sup>1</sup>**

	2013		2014		2015	
	Odds Ratio	95% CI	Odds Ratio	95% CI	Odds Ratio	95% CI
<b>Medical Populations<sup>2</sup></b>						
<b>Chronic Only</b>	Reference					
<b>HIV</b>	2.2	1.9,2.6	2.4	2.1,2.7	2.5	2.2,2.8
<b>SMI</b>	4.9	4.3,5.6	4.8	4.3,5.3	5.1	4.7,5.6
<b>SUD</b>	6.3	5.4,7.2	6.3	5.7,7.1	7.0	6.4,7.6
<b>HARP Enrolled</b>						
<b>Yes</b>	NA <sup>3</sup>	NA <sup>3</sup>	NA <sup>3</sup>	NA <sup>3</sup>	1.2	1.1,1.3
<b>No</b>	Reference					

<sup>1</sup>Includes only non-dual, enrolled Health Home members

<sup>2</sup>Medical Populations are not mutually exclusive. Members may belong to more than one group with the exception of Chronic Only.

<sup>3</sup>NA=Not applicable, HARP program did not start until 2015

*A specific group has a X times greater **odds** of being a high utilizer than the reference group*

# Notable Risk Factors Identified

- Demographics
  - Location & region in NYS
  - Race/Ethnicity
  
- Populations of Interest
  - Serious Mental Illness
  - Substance Use Disorder
  
- Utilization Factors
  - Inpatient Utilization in the three months before an ED visit

# What should Health Homes do next?

- Review the whitepaper
  - posted in Atrium
  - posted on Health Home Performance Management webpage
- Start a conversation!
- Get thinking about specific cohorts and interventions to affect change

# Future Plans

- Additional whitepapers for Health Home analysis
- Develop formal predictive model
  - Target members at risk of becoming high utilizers of the ED
- Explore inpatient events that could correlate with high utilization within the ED

# Questions?

Submit questions to

[https://apps.health.ny.gov/pubdoh/health\\_care/medicaid/program/medicaid\\_health\\_homes/emailHealthHome.action](https://apps.health.ny.gov/pubdoh/health_care/medicaid/program/medicaid_health_homes/emailHealthHome.action)

Select: Performance Management